1) Communication is the act of ………………..

a) Transmitting and receiving information.
b) Receiving information.
c) Transmitting information.
d) None of them

2) There is a paradox in communicating because ………………..

a) I cannot expect that you will understand everything I tell you.
b) I cannot expect that you will understand only what I tell you.
c) Both (a & b).
d) We can’t understand each other.

3) Communication is ……………

a) Continuous.
b) Complicated.
c) Contextual.
d) All of the above.

4) Communication is affected by …………….. Context.

a) Psychological
b) Environmental
c) Cultural
d) All of the above

5) Communication is the process of …………………..

a) Creating shared understanding.
b) Speaking & listening.
c) Understanding the opponent ideas.
d) Making yourself clear.

6) The first and most important reason for communicating is ……………

a) To build relationships with other people.
b) To deliver a message.
c) To understand the opponent ideas.
d) To create shared understanding.

7) You are a student and you didn’t understand what the teacher just said but you didn’t ask. So the conversation failed because ……….

a) You don’t like the teacher.
b) You made assumptions before you ask.
c) It was a wrong time to ask.
d) Conversation never happened.

8) Our relationship defines the ………….. of our conversation.

a) Limits
b) Type
c) Time
d) Ease

9) Relationships are ……………..

a) Dynamic
b) Permanent
c) Complex
d) (a & c)

10) If we feel low in status relative to the other person, we may …………..

a) Ignore them.
b) Disrespect them.
c) Agree to any thing they say.
d) Put them down.

11) Our status is always at risk because …………..

a) It is created entirely through the other person's perceptions.
b) It is created entirely through the other person's feelings.
c) It is created entirely through the other person's beliefs.
d) None of the above.

12) You have power over someone, so you can ……………….

a) Ignore them.
b) Punish them.
c) End the conversation.
d) None the above.

13) Conversations can fail because ……….

a) We dislike each other.
b) We like each other a lot.
c) We don't know each other.
d) (a & b).

14) A successful conversation seeks out …………

a) The shared territory (common ground).
b) The objective of the conversation.
c) Speaking & listening to the other person.
d) All of the above

15) Conversations are supposed to be …………..

a) Living.
b) Rigid.
c) (a & b).
d) None of the above.

16) When asked about something, the structure of a conversation is …………...

a) We translate reality into language then give a conclusion.
b) We answer then think about what we said.
c) Both (a & b) are convenient
d) Something else.

17) ……………. will sometimes say things to the other person that we don't intend them to know.

a) Thoughts
b) Verbal communication
c) Non-verbal communication
d) Feelings

18) Non-verbal messages are ………….

a) Ambiguous.
b) Continuous.
c) Multi-channel.
d) All of the above.

19) When you are judging someone's behavior, you ……………

a) Don't consider past experience.
b) Don't look for clusters.
c) Check the context.
d) All of the above.
e)

20) The four-stage model of conversation is ……………..

a) Welcome; acquire; supply; part.
b) Welcome; part; acquire; supply
c) Welcome; acquire; part; supply
d) Welcome; supply; acquire; part

21) A conversation for opportunity represents the …………… stage in WASP model of conversation.

a) Welcome
b) Acquire
c) Supply
d) Part

22) A conversation for ……………… seeks to find new ways of looking at the problem.
   a) Relationship
   b) Possibility
   c) Opportunity
   d) Action

23) Conversations can go too fast because ………………
   a) We become solution-oriented.
   b) Too much analysis is going on.
   c) The conversation becomes problem-centered.
   d) All of the above.

24) To slow down a conversation, you …………………
   a) Reflect what the other person says.
   b) Summarize and close one stage of the conversation.
   c) Ask for new ideas and offer some new ones of your own.
   d) All of the above.

25) Conversations become adversarial when ……………….
   a) People search out common ground between them.
   b) People hold their own corner and treat every move by the other person as an attack.
   c) People listen more than talk.
   d) None of the above.

26) When you use the ladder of conversation, you can …………….
   a) Move beyond argument.
   b) Slow down your thinking.
   c) Have more choices about where to go in a conversation.
   d) All of the above.

27) To ………….. means to reinterpret the other person's ideas in your own language.
   a) Speak
   b) Summarize
   c) Translate
   d) None of the above.
   e)

28) Recognizing what someone says means that you …………..
   a) Agree with it.
   b) Have taken the point into account.
   c) Respect it.
   d) Something else

29) Appreciating the other person’s feelings on the matter means that you ……………….

a) Feel the same way.
b) Respect those feelings.
c) Sympathetic with him.
d) None of the above.

30) Understanding the beliefs of someone means that you …………..

a) Share it.
b) Consider it important.
c) Agree with it.
d) None of the above.

31) It’s said that people remember about 20 per cent of what they hear, and over 80 per cent of what they see. Visual aids include ……………

a) Gestures.
b) Facial expressions.
c) Flip chart.
d) All of the above.

32) ………………… are powerful first-stage thinking tools.

a) Mind maps
b) Flip charts
c) Metaphors
d) All of the above.

33) ……………….. enables your listener to see something in a new way, by picturing it as something else.

a) Mind maps
b) Flip charts
c) Metaphors
d) None of the above.

34) In a company meeting, the high board members are talking about the company management system, the accountant tries to explain his point of view, but he was ignored. The conversation failed because …………

a) The accountant has a low rank.
b) The high board members have high power upon him.
c) The accountant was labeled to a specified role.
d) All answers are wrong.

35) When an expert holds a conversation with an amateur, the conversation may probably fail because ……………..

a) Completely different ranks.
b) Absence of clear objective.
c) The high power of one of the members affects the conversation.
d) Both (a & c).

36) In a conversation between you and your boss you express your opinion of "worker's rights" in the factory, the conversation may probably fail because …………………

a) Wrong time selection.
b) The coercive power of your boss upon you.
c) Wrong consideration of relationship (territory).
d) None of the above.

37) “what links us?" could be a good key question to start a conversation of ………………

a) Possibility.
b) Relationship.
c) Opportunity.
d) Action.

38) In a conversation with a friend about improving education, the conversation is too slow, so you …………….. to speed up the conversation.

a) Try ending this boring conversation.
b) Ask (yes, no) questions about the education.
c) Ask for new ideas and offer ideas of your own.
d) Both (a & c).

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39) Transmission model for human communication was not accurate because …………………

a) Our state of mind during the conversation affects our understanding.
b) We do not communicate what we really intend.
c) The model neglect the active effect of a human receiver.
d) All of them.

40) You start a relationship conversation with someone you meet the first time, so you ………………

a) Introduce yourself in detail
b) Ask him about his name and age
c) Tell him a joke to break the ice
d) All answers are wrong

41) The skills of enquiry are mainly ………………
a) Speaking skills.
b) Listening skills.
c) Creating and sharing ideas.
d) All of the above.

42) The main difference between a conversation & an interview is ……………
a) Interview is called and led by one person.
b) Interview should have a specific reason.
c) Conversation is always informal.
d) Both (a & c).

43) Using visuals in your conversation means to …………….
a) Use images and picture to explain your idea.
b) Use your facial expressions and body language.
c) Write notes of your ideas and show them.
d) Both (a & b).

44) You are talking with someone, and he starts scratching his chin this means ………………..
a) He is bored.
b) He is lying.
c) He doesn't believe what you says.
d) He is very interested.

45) During a conversation with a friend about the evaluation system of exams, you started to discount what he says, that's probably because ……………..
a) You put him in a low rank.
b) You don't know the objective of the conversation.
c) You have high power upon him.
d) All of the above.

46) Referent power means ………….
a) Power offered by laws.
b) The ability to punish.
c) Charisma.
d) Power of knowledge and skills.

47) The ability to bring the right people together is called …........ power.
a) Expert
b) Coercive
c) Reward
d) Convening

48) …………....... is the set of behaviors people expect of us.

a) Assumptions
b) Role
c) Relationship
d) (a & b)

49) ……………........ is the solution for rush & mess conversations.

a) Setting structure
b) Defining a context
c) Writing notes
d) Using visuals

50) In a first stage thinking, we ………………

a) Draw mind maps for the conversation.
b) Translate language into results.
c) Translate reality into language.
d) All answers are wrong.

51) …………........... is a formal exchange of views.

a) Conversation
b) Interview
c) Presentation
d) Proposal

52) During preparing for a presentation ……............... must be considered.

a) Material, Place, Time and Audience
b) Material, Yourself, Place and Time
c) Material, Yourself and Audience
d) Material only

53) “You are always completely wrong!" .... is/are the main error(s) in this expression of criticism.

a) Aggressive language
b) Missing the positive
c) Personalizing
d) (a & b)

ANSWERS

1) a
2) c
3) d
4) d
5) a
6) a
7) d
8) a
9) d
10) c
11) a
12) b
13) d
14) a
15) a
16) a
17) c
18) d
19) d
20) a
21) c
22) b
23) a
24) a
25) b
26) d
27) b
28) b
29) b
30) b
31) d
32) a
33) c
34) c

35) d
36) b
37) b
38) c
39) d
40) d
41) b
42) a
43) d
44) c
45) a
46) c
47) d
48) b
49) a
50) c
51) b
52) c
53) d

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